

**A RESOLUTION BY  
CITY UTILITIES COMMITTEE**

**09- R -1554**

**A RESOLUTION AUTHORIZING THE MAYOR TO ENTER INTO AMENDMENT AGREEMENT NO. 8 FOR FC-6004007863, CUSTOMER INFORMATION AND BILLING SYSTEM AND OFF-SITE BILLING SERVICES, WITH SYSTEMS AND SOFTWARE, INC. ("S&S") FOR MOBILE DEVICES TO INCREASE FUNCTIONALITY FOR THE BILLING AND INSPECTION DIVISION TO AUTOMATE THE WORK ORDER PROCESS ON BEHALF OF THE DEPARTMENT OF WATERSHED MANAGEMENT TO INCREASE FUNDING IN AN AMOUNT NOT TO EXCEED THREE HUNDRED FIVE THOUSAND DOLLARS AND NO CENTS (\$305,000.00); ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM 5051 (WATER AND WASTEWATER RENEWAL FUND) 170506 (DWM TECHNICAL SUPPORT) 5212001 (CONSULTING/PROFESSIONAL SERVICES) 1535000 (DATA PROCESSING/MANAGEMENT INFORMATION/ADDITIONAL LICENSES); AND FOR OTHER PURPOSES.**

**WHEREAS**, the City of Atlanta ("City") did enter into an Agreement FC-6004007863 Customer Information and Billing System and Off-site Billing Services, with Systems and Software, Inc. ("S&S") pursuant to Resolution 05R0648; and

**WHEREAS**, the term of the agreement is for a period eighteen (18) months with a one (1) year maintenance contract expiring on December 31, 2006; and

**WHEREAS**, the City did execute Amendment Agreement No. 1 to cover the addition of an IVR switch in an amount of Two Hundred Fifty Thousand Nine Hundred Forty Dollars and Fifty Cents (\$250,940.50); and

**WHEREAS**, the City did execute Amendment Agreement No. 2 to provide for software and equipment for the Payment Method System in an amount of Fifty-Seven Thousand Six Hundred Dollars and No Cents (\$57,600.00); and

**WHEREAS**, the City did execute Amendment Agreement No. 3 to cover additional resources in order to maintain the system through system cutover in an amount of Thirty-Six Thousand Dollars and No Cents (\$36,000.00); and

**WHEREAS**, a ninety (90) day extension was executed giving the Contract a new expiration date of March 30, 2007; and

**WHEREAS**, the City did execute Amendment Agreement No. 4 to cover additional resources in order to add additional RAM and Software/Hardware for enQuesta in an amount of Seventy-One Thousand Four Hundred Thirty-Nine Dollars and No Cents (\$71,439.00); and

**WHEREAS**, the City did execute Amendment Agreement No. 5, pursuant to Ordinance 07O0466, to extend the term of the original agreement by amendment for an additional eighteen (18) months with no additional cost, to allow for the completion of the design and implementation of the CIS to provide bill print services, giving the Contract an expiration date of September 30, 2008; and

**WHEREAS**, the City did execute Amendment Agreement No. 6 to add the Bureau of Watershed Protection, Office of Grease Management, to utilize enQuesta in an amount not to exceed Two Hundred Thousand Dollars and No Cents (\$200,000.00); and

**WHEREAS**, the City did execute Amendment Agreement No. 7, pursuant to Ordinance 08O1156, to extend the term of the original agreement by amendment for an additional eighteen (18) months with no additional cost to support the implementation of the Customer Relationship Management (CRM) additional equipment, training, licenses and support in an amount not to exceed Five Million Five Hundred Thirty-Seven Thousand Forty-Three Dollars and No Cents (\$5,537,043.00); and

**WHEREAS**, the Commissioner of the Department of Watershed Management recommends Amendment Agreement No. 8 for FC- 6004007863 Customer Information and Billing System and Off-site Billing Services, with Systems and Software, Inc. ("S&S") to utilize mobile devices and to increase functionality for the Billing and Inspection Division to automate the work order process in an amount not to exceed Three Hundred Five Thousand Dollars and No Cents (\$305,000.00).

**THE CITY COUNCIL OF THE CITY OF ATLANTA, GEORGIA HEREBY RESOLVES** that the Mayor is hereby authorized to enter into Amendment Agreement No. 8 for Agreement 6004007863 Customer Information and Billing System and Off-site Billing Services, with Systems and Software, Inc. ("S&S") to utilize mobile devices and to increase functionality for the Billing and Inspection Division to automate the work order process on behalf of the Department of Watershed Management in an amount not to exceed Three Hundred Five Thousand Dollars and No Cents (\$305,000.00).

**BE IT FURTHER RESOLVED**, that the Chief Procurement Officer is directed to prepare an appropriate Agreement for execution by the Mayor.

**BE IT FURTHER RESOLVED**, that the Agreement will not become binding on the City, and the City will incur no obligation or liability under it until it has been approved as to form by the City Attorney, executed by the Mayor, attested to by the Municipal Clerk, and delivered to Systems and Software, Inc.

**BE IT FINALLY RESOLVED**, that all contracted work will be charged to and paid from Funding Department and Account Number 5051 (Water and Wastewater Renewal Fund) 170506 (DWM Technical Support) 5212001 (Consulting/Professional Services) 1535000 (Data Processing/Management Information/Additional Licenses).

Legislation White Paper

**TO:** City Utilities Committee

**CAPTION**

**A RESOLUTION AUTHORIZING THE MAYOR TO ENTER INTO AMENDMENT AGREEMENT NO. 8 FOR FC-6004007863, CUSTOMER INFORMATION AND BILLING SYSTEM AND OFF-SITE BILLING SERVICES, WITH SYSTEMS AND SOFTWARE, INC. ("S&S") FOR MOBILE DEVICES TO INCREASE FUNCTIONALITY FOR THE BILLING AND INSPECTION DIVISION TO AUTOMATE THE WORK ORDER PROCESS ON BEHALF OF THE DEPARTMENT OF WATERSHED MANAGEMENT TO INCREASE FUNDING IN AN AMOUNT NOT TO EXCEED THREE HUNDRED FIVE THOUSAND DOLLARS AND NO CENTS (\$305,000.00); ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM 5051 (WATER AND WASTEWATER RENEWAL FUND) 170506 (DWM TECHNICAL SUPPORT) 5212001 (CONSULTING/PROFESSIONAL SERVICES) 1535000 (DATA PROCESSING/MANAGEMENT INFORMATION/ADDITIONAL LICENSES); AND FOR OTHER PURPOSES.**

**Committee Meeting Date:** September 15, 2009

**Council Meeting Date:** September 21, 2009

**Legislation Title:** AMENDMENT AGREEMENT NO. 8 FOR FC-6004007863, CUSTOMER INFORMATION AND BILLING SYSTEM AND OFF-SITE BILLING SERVICES

**Requesting Dept.:** Department of Watershed Management

**Contract Type:** Service Agreement

**Source Selection:** Sealed Proposals, Evaluations, Demonstrations, Site Visits and Negotiations

**Term of Agreement:** The total term is currently Fifty Seven (57) months. The Agreement expires on March 31, 2010.

**Proposals Received:** Nine (9) Proponents responded to the RFP.

**Respondents/Proponents:** The nine (9) were:

Systems & Software, Inc.  
Bearing Point, Inc.  
Hansen Information Technologies, Inc.  
Ciber, Inc.

Alliance Data Systems  
DST International  
Advance Utility Systems Corporation  
SPL WorldGroup, Inc.  
C-Pak Corporation

**Evaluation Team:** DWM, OCC, DOL, DOF, and Risk Management

**Scope Summary:** This is a Department of Watershed Management project. This Amendment No. 8 to Agreement FC-6005007863 is to add enQuesta Mobile Devices to increase functionality for the Billing and Inspection Division to automate the work order process on behalf of the Department of Watershed Management.

This Amendment is also for additional funding in the amount of Three Hundred Five Thousand Dollars and No Cents (\$305,000.00).

**Term of Contract:** The original Agreement commenced on July 1, 2004 with an initial term of Eighteen (18) Months. A Ninety Day (90) Extension was processed to extend the term to March 31, 2006. Amendment No. 5 was approved pursuant to Ordinance 07-O-0466 increasing the term by an additional Eighteen (18) months to September 30, 2008. Amendment No. 7 was approved pursuant to Ordinance 08-O-1156 adding an additional Eighteen (18) months for an expiration date of March 31, 2010.

**Fund Account Centers:** 5051 (Water and Wastewater Renewal Fund) 170506 (DWM Technical Support) 5212001 (Consulting/Professional Services) 1535000 (Data Processing/Management Information/Additional Licenses).

**Prepared By:** Lynn Thomas Portee

**Contact Number:** 404-330-6109



# CITY OF ATLANTA

SHIRLEY FRANKLIN  
MAYOR

OFFICE OF CONTRACT COMPLIANCE  
55 TRINITY AVENUE, S.W. SUITE 1700  
ATLANTA, GEORGIA 30303  
OFFICE (404) 330-6010  
FAX (404) 658-7359

CITY OF ATLANTA  
DEPT. OF PROCUREMENT  
2005 FEB -2 PM 12:29

## MEMORANDUM

TO: Adam L. Smith, Chief Procurement Officer  
Department of Procurement

FROM: Hubert Owens, Acting Director  
Office of Contract Compliance

DATE: January 3, 2005

RE: RFP Recommendation for FC 6004007863, Customer Information  
System/Billing Services

The office of Contract Compliance has reviewed the nine (9) proposals for minority and female business enterprise participation. All nine proponents are eligible under Section 2-1449(a)(2)(C) of the Equal Business Opportunity Code of Ordinances and have been deemed responsive by the Office of Contract Compliance. For your information, they have committed to utilizing AABEs and FBEs as indicated below:

<u>Systems and Software, Inc.</u>	<u>(15 pts.)</u>
Automated Business Systems & Services, Inc.	AABE 9%
MHR International, Inc.	AABE 9%
Sync Technologies, Inc.	FBE 9%
Red Bridge Consulting, Inc.	FBE 9%
<b>Participation Total</b>	<b>36%</b>

<u>Bearing Point, Inc.</u>	<u>(15 pts.)</u>
Conet Consulting, Inc.	AABE 4%
CyberDyne Systems	AABE 4%
American CyberSystems	AABE 4%
ISPA, Inc.	AABE 4%
Strategic Staffing Solutions, LLC	FBE 17%
<b>Participation Total</b>	<b>33%</b>

Adam L. Smith  
January 3, 2005  
Page 2

<b>Hansen Information Technologies</b>	<b>(15 pts.)</b>
3D Performance	FBE 17%
Sync Technologies	AABE 17%
<b>Participation Total</b>	<b>34%</b>

<b>Ciber, Inc.</b>	<b>(15 pts.)</b>
Red Bridge Consulting	FBE 18%
Blackwell Consulting	AABE 15%
<b>Participation Total</b>	<b>33%</b>

<b>Alliance Data Systems</b>	<b>(15 pts.)</b>
Khafra Engineering Consultants	AABE 20%
Signum Group, LLC	FBE 17%
<b>Participation Total</b>	<b>37%</b>

<b>C-Pak Corporation</b>	<b>(15 pts.)</b>
MHR International	AABE 9%
Sync Technologies, Inc.	AABE 8%
Kendall Supply, Inc.	FBE 17%
<b>Participation Total</b>	<b>34%</b>

<b>DST International</b>	<b>(15 pts.)</b>
Khafra Engineering Consultants, Inc.	AABE 13%
MHR International	AABE 4%
Sync Technologies, Inc.	FBE 17%
<b>Participation Total</b>	<b>34%</b>

<b>SPL World Group</b>	<b>(15 pts.)</b>
Red Bridge Consulting	FBE 17%
Victory Global Solutions, Inc.	AABE 14%
<b>Participation Total</b>	<b>31%</b>

<b>Advance Utility Systems</b>	<b>(15 pts.)</b>
Sync Technologies, Inc.	AABE 17%
Signum Group, Inc.	FBE 5%
The Cadence Group, Inc.	FBE 4%
Asentek, Inc.	FBE 4%
Prosys Information Systems	FBE 4%
<b>Participation Total</b>	<b>34%</b>

Adam L. Smith  
January 3, 2005  
Page 3

If you have questions, please contact me at (404) 330-6010 or Bruce T. Bell at (404) 330-6009.

CC: File  
Lynn Portee, DOP

of Watershed Management. The enQuesta mobile module is being developed to utilize mobile devices and to dispatch functionality for the Billing and Inspection Division.

**3. If Applicable/Known:**

- (a) **Contract Type (e.g. Professional Services, Construction Agreement, etc):** Professional Services
- (b) **Source Selection:**
- (c) **Bids/Proposals Due:**
- (d) **Invitations Issued:**
- (e) **Number of Bids:**
- (f) **Proposals Received:**
- (g) **Bidders/Proponents:**
- (h) **Term of Contract:** Eighteen (18) Months - (Contract extended for 18 months per Ordinance 08-O-1156) - Expires 03/31/2010

**4. Fund Account Center (Ex. Name and number):** 5051 (Water and Wastewater Renewal Fund) 170506 (DWM Technical Support) 5212001 (Consulting/Professional Services) 1535000 (Data Processing/Management Information/Additional Licenses)

**Fund:** \_\_\_\_\_ **Account:** \_\_\_\_\_ **Center:** \_\_\_\_\_

**5. Source of Funds: *Example: Local Assistance Grant***

**6. Fiscal Impact:** \$305,000.00 5051 (Water and Wastewater Renewal Fund) 170506 (DWM Technical Support) 5212001 (Consulting/Professional Services) 1535000 (Data Processing/Management Information/Additional Licenses)

***Example: This legislation will result in a reduction in the amount of \_\_\_\_\_ to Fund Account Center Number \_\_\_\_\_.***

**7. Method of Cost Recovery:**

***Examples:***

- a. ***Revenues generated from the permits required under this legislation will be used to fund the personnel needed to carry out the permitting process.***
- b. ***Money obtained from a local assistance grant will be used to cover the costs of this Summer Food Program.***



**This Legislative Request Form Was Prepared By:** Courtney A. Hunt

**Part II: Legislative White Paper:** (This portion of the Legislative Request Form will be shared with City Council members and staff)

**A. To be completed by Legislative Counsel:**

**Committee of Purview:** City Utilities

**Caption:** A RESOLUTION AUTHORIZING THE MAYOR TO ENTER INTO AMENDMENT AGREEMENT NO. 8 FOR FC-6004007863, CUSTOMER INFORMATION AND BILLING SYSTEM AND OFF-SITE BILLING SERVICES, WITH SYSTEMS AND SOFTWARE, INC. ("S&S") FOR MOBILE DEVICES TO INCREASE FUNCTIONALITY FOR THE BILLING AND INSPECTION DIVISION TO AUTOMATE THE WORK ORDER PROCESS ON BEHALF OF THE DEPARTMENT OF WATERSHED MANAGEMENT TO INCREASE FUNDING IN AN AMOUNT NOT TO EXCEED THREE HUNDRED FIVE THOUSAND DOLLARS AND NO CENTS (\$305,000.00); ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM 5051 (WATER AND WASTEWATER RENEWAL FUND) 170506 (DWM TECHNICAL SUPPORT) 5212001 (CONSULTING/PROFESSIONAL SERVICES) 1535000 (DATA PROCESSING/MANAGEMENT INFORMATION/ADDITIONAL LICENSES); AND FOR OTHER PURPOSES.

**Council Meeting Date:** September 21, 2009

**Requesting Dept.:** Watershed Management

**B. To be completed by the department:**

**1. Please provide a summary of the purpose of this legislation (Justification Statement).**

***Example: The purpose of this legislation is to anticipate funds from a local assistance grant to purchase child safety seats.***

The purpose of this legislation is to seek approval for issuance of Notice to Proceed for Amendment No. 8 for FC-6004007863, Customer Information System (CIS) and Billing System and Off-Site Billing Services with SYSTEMS AND SOFTWARE, INC. (S&S)

**2. Please provide background information regarding this legislation.**

***Example: The task force of homelessness conducted a study regarding homelessness, its impact and consequences on the City. This resolution reflects the Mayor's desire to open a twenty-four hour center that will respond to the needs of the homelessness in Atlanta.***

The Customer Information System (CIS) and Billing System and Off-Site Billing Services is an agreement that was entered into to design and implement a billing system for the Department

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Requisition 1918360


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Description	FC-6004007863, Customer Information System (CIS) and Billing System and Off-Site Billing - Amendment No. 8 (enQuesta Mobile)	Status	Approved
Created By	Hunt, Courtney A	Change History	No
Creation Date	29-Jul-2009 15:41:06	Urgent Requisition	No
Deliver-To	55 Trinity Avenue, SW Atlanta, Fulton, GA, 30303	Attachment	None
Justification	enQuesta mobile module for Billing and Inspection Division.	Note to Buyer	The quote is attached to the formal request letter that will be delivered upon signature.

Details

Line	Description	Need-By	Deliver-To	Unit	Quantity	Price	Amount (USD)	Details	Order
1	FC-6004007863, Customer Information System (CIS) and Billing System and Off-Site Billing - Amendment No. 8	19-Aug-2009 00:00:00	Watershed Management 48	LOT	305000	1 USD	305,000.00		
							Total 305,000.00		

Return

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CITY OF ATLANTA  
DEPT. OF PROCUREMENT

09 AUG 24 PM 3: 53

SHIRLEY FRANKLIN  
MAYOR

**CITY OF ATLANTA**  
55 TRINITY AVENUE, SW, SUITE 5400, SOUTH BLDG.  
ATLANTA, GEORGIA 30303-0324  
OFFICE (404) 330-6081  
FAX (404) 658-7194

DEPARTMENT OF  
WATERSHED MANAGEMENT  
**ROBERT J. HUNTER**  
Commissioner

August 24, 2009

**TO:** Adam L. Smith, Chief Procurement Officer  
Department of Procurement

**FROM:** Robert J. Hunter, Commissioner  
Department of Watershed Management *Robert J. Hunter* <sup>SP</sup>

**RE:** **FC-6004007863 CUSTOMER INFORMATION SYSTEM (CIS) AND  
BILLING SYSTEM AND OFF-SITE BILLING SERVICES  
AMENDMENT NO. 8  
CONTRACTOR: SYSTEMS AND SOFTWARE, INC. (S&S)**

The Department of Watershed Management would like to amend the above-referenced agreement to include enQuesta Mobile Software and S&S Professional Services in an amount not to exceed **Three Hundred Five Thousand Dollars (\$305,000.00)**. The funds will be drawn from 5051 (Water and Wastewater Renewal Fund) 170506 (DWM Technical Support) 5212001 (Consulting/Professional Services) 1535000 (Data Processing Management Information/Additional Licenses). The legislative request has been submitted for **Cycle 15, September 21, 2009**.

If you have any questions, please contact Courtney A. Hunt, Contracting Officer, Departmental at (404) 330-6346.

Thank you for your assistance in this matter.

Attachments

cc: Shelia Pierce, Deputy Commissioner, DWM  
Cathy Martin, Deputy Chief Procurement Officer, DOP  
Dorothy Henry, Watershed Manager, Sr., DWM  
Courtney A. Hunt, Contracting Officer, Senior, DWM  
File



# **City of Atlanta**

## **Department of Watershed Management**

Atlanta, GA

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### **enQuesta Mobile Proposal**

August 13, 2009



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## ENGAGEMENT PRICING

### Contract Summary

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All contracted Software, Hardware and Services will be quoted and provided on a Fixed Fee basis. Travel expenses are estimated here for budgetary purposes but will be billed as incurred. The proposed scope of this project is defined in this statement of work. Additional services (including Travel & Expenses) required due to out-of-scope work will be quoted and billed on a time & materials basis at the then current rate charged by S&S.

### Background

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Systems & Software, Inc. (S&S) has developed the enQuesta Mobile module which will utilize mobile devices and dispatch functionality within utility meter and infrastructure departments, ensuring real-time links with the office in a paperless environment. City of Atlanta Department of Watershed Management (COA) wishes to implement enQuesta Mobile.

### Objectives

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- Paperless Work Order system (eliminate paper shuffling, lost paper, etc.)
- Real-time integration with enQuesta processes
- Service Order Dispatch functionality
- Ability to create new work from the field

### enQuesta Mobile Summary Pricing

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ITEM OR DESCRIPTION	TOTAL
enQuesta Mobile Software	\$ 100,000.00
S&S Professional Services	\$ 125,000.00
S&S Development Services	\$ 65,000.00
<b>SUMMARY S&amp;S PRICE (excluding Travel)</b>	<b>\$ 290,000.00</b>
Travel and Expenses (estimated)	\$ 15,000.00

## enQuesta Mobile Detail Pricing

DESCRIPTION	LIST	MAINTENANCE
Hardware	\$ -	\$ -
enQuesta™ Mobile Client Laptops - COA to provide all hardware- Minimum Hardware Requirements Attached.		
Software & Enabling Technologies	\$ 100,000.00	\$ 20,000.00
enQuesta™ Mobile License (includes Service Order Dispatch)	\$ 100,000.00	\$ 20,000.00
Mobile Professional Services	\$ 125,000.00	\$ -
Services Including: Project Management, Business Process Analysis, Implementation, Configuration, Testing, Training, Documentation, Simulation, Go-Live and Post-Go Live Support	\$ 125,000.00	
Mobile Development Services	\$ 65,000.00	\$ -
Custom development and COA required enhancements and modifications	\$ 47,000.00	
Service Area Conversion	\$ 18,000.00	
Total (excluding Travel)	\$ 290,000.00	\$ 20,000.00
Travel & Expenses (Estimated)	\$ 15,000.00	
Travel & Expenses - Estimated at 5 Person Trips @ \$3000 each - Travel will be billed as incurred	\$ 15,000.00	

## **enQuesta™ Mobile Hardware Requirements**

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### **Client Device**

- enQuesta Mobile may be deployed on a variety of Windows Tablets, Laptops and Desktops with the following requirements:
  - Operating System – Windows 2000/Windows XP or Windows Vista
  - Minimum Processor – Pentium III processor at 1.2Ghz CPU
  - Minimum RAM – 512 MB
  - Minimum Available Storage – 50 MB
  - Client PC's, which will be running enQuesta, should have Internet Explorer 6.0 SP1 as a minimum requirement. Screen resolution should be at least 1024 x 768 and Small Fonts should be enabled.

#### Notes:

- S&S recommends ruggedized laptops for field deployment. Deployment on other handheld devices such as Palm, Handheld or Pocket PC is not available at this time.
- Example laptop - Panasonic Toughbook series:
  - <http://catalog2.panasonic.com/webapp/wcs/stores/servlet/ModelList?storeId=11201&catalogId=13051&catGroupId=12871&surfModel=Toughbook-PDRC>
- Example laptop – Xploretech ruggedized series:
  - <http://www.xploretech.com/index.pl>
- Hardware Support will not be provided through S&S.

### **Network Connectivity**

- The network communications to be used will dictate the hardware requirements of each device. As an example, if a wireless network connection is to be utilized, the client device must have the appropriate wireless network card installed and configured.
  - Example wireless card – Verizon (priced \$50 - \$100 per card depending on model. Assumes 2 year contract with monthly costs estimated at \$60 per card)
- COA is responsible for providing the necessary infrastructure, including wireless network connectivity in accordance with COA accepted network standards for response time and uptime requirements.
- The exchange of real-time information from enQuesta™ to mobile field units and back to enQuesta™ is dependant upon a reliable wireless network infrastructure. The mobile field units should have VPN connectivity to the Customer network and have access to the enQuesta Production and/or Train servers.
- enQuesta Mobile is only supported in "connected" mode. enQuesta Mobile screens cannot be accessed in a "dis-connected" mode.



### **Mobile Work Order Scope**

- The following enQuesta™ Work Order Types will be delivered as standard:
  - (312) CC - TURN-OFF / METER LOCK
  - (314) URG UNPLUG / UNLOCK / TURN ON
  - (317) CC - TURN OFF (CUT)
  - (320) CC - TURN ON / PAYMENT
  - (357) CC - TURN OFF LOCK NSF
  - (374) ILLEGAL CONS PULL METER
  - (376) CC - ILLEGAL CONS LOCK
  - (1001) MTR INVESTIGATION
  - (1055) PULL METER
  - (2010) URG TURN OFF / BURST PIPE
  - (2020) TURN ON / PIPE FIXED
  - (2030) METER LID REPLACE
  - (2040) URG CUST REPORT NO H2O
  - (4120) MOVE OUT / MOVE IN
  - (4130) BILL PRIORITY READ
  - (4140) MOVE OUT / VAC / TURN OFF
  - (4210) MOVE IN / VAC / TURN ON
  - (4220) MOVE IN VAC / UNLOCK MTR
  - (4486) VERIFY # OF UNITS
  - (5120) MOVE-OUT/IN FIRE SVC NO

### **Notes:**

- No Deposits or Cash Collection
  - All work order types in scope will be ported to Mobile at go-live. Paper work orders will no longer be printed for these work order types.
- 
- Not in Scope:
    - Intersection work orders
    - Valve / Main / Hydrant / tap work orders

### **Enhancements & Modifications for COA**

- The following data elements will be displayed on the enQuesta Mobile Completion Screen:
  - Work Order Details
  - Worker
  - Inspector #
  - Account and Address Information
  - Bill Cycle
  - Route
  - Customer Telephone Number
  
- The following data elements will be entered on the enQuesta Mobile Completion Screen:
  - Resolution Code Information
    - List of Work Orders to create
    - Left Off Water Running 1<sup>st</sup> Visit\_\_\_\_\_2<sup>nd</sup> visit\_\_\_\_\_
    - Burst Pipe
    - DR Meter
    - Meter Covered
    - Meter Investigation
    - Meter Leak Repair
    - Sidewalk Leak
    - Missing Meter Lid
    - Plug Meter #312
  - Device and Reading Information
  - MIU #
  - Meter Location
  - Meter Size
  
- Additional conversion required to update Service Area for all accounts
  - COA will provide a spreadsheet with mapping for the following data elements:
    - Cycle
    - Route
    - Service Area
  - The mapping will be provided for all existing enQuesta Cycles and Routes
  - S&S will perform the initial conversion in the COA Train environment. COA will be required to perform testing on and validation of the converted data and provide sign-off to S&S. The final conversion will be performed in the COA Production environment prior to the enQuesta Mobile go-live.

### **Anticipated Timeline**

Contract Signing – June 2009

Initial Delivery of enQuesta Mobile to Test/Train Environment – August 2009

enQuesta Mobile Configuration – August 2009

Project Team Training – September 2009

Testing – September 2009

End User Training – October 2009

Go Live – October 2009

\*The above timeline is a high level estimate. Actual dates will be provided in the detailed project plan and mutually agreed upon by S&S and the Customer.

### **Assumptions**

- enQuesta Scheduling needs to be available in Train and Live before enQuesta Mobile can be implemented in either of those environments
- Assumes June signing and July kickoff
- Auto-void shutoff functionality will not be implemented in Production before enQuesta Mobile go-live

## PAYMENT SCHEDULE

### Payment Schedule

Deliverable	Payment Amount	Date
Contract Signing	\$116,000.00	TBD
enQuesta 3e Mobile deployed in COA's Train environment	\$43,500.00	TBD
enQuesta 3e Mobile Modifications and Enhancements delivered to COA's Train environment	\$43,500.00	TBD
enQuesta 3e Mobile Go-Live	\$58,000.00	TBD
enQuesta 3e Mobile Go-Live + 30 Days	\$29,000.00	TBD
<b>TOTAL (excluding Travel)</b>	<b>\$290,000.00</b>	
Travel (estimated)	\$15,000.00	Monthly

#### NOTES:

- Annual Maintenance for enQuesta remains in effect as per 2009 S&S Support Agreement
- Invoicing will occur upon completion of events described above
- Travel expenses will be billed as incurred on a monthly basis.
- All amounts are due within 30 days from the date of invoice
- Additional services outside the scope of this project will be billed monthly on a time & materials basis at the then current rate charged by S&S
- Quotation is valid for 30 days

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## **MAINTENANCE**

### **Maintenance – enQuesta Mobile**

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Through this agreement, City of Atlanta Department of Watershed Management (COA) and Systems & Software, Inc. (S&S) continue their existing Customer – Vendor relationship. COA and S&S agree that the existing terms and conditions of the S&S Support Program as described in the 2009 S&S Support Program Guidelines, which currently covers existing enQuesta 3e software, support and certain 3<sup>rd</sup> party software, will remain in force through this project. Additional modules licensed by COA are subject to additional license and maintenance fees.

### **Maintenance – 3<sup>rd</sup> Party**

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All 3<sup>rd</sup> party software and hardware maintenance and support is effective and due upon initial order and delivery from the associated vendor.

### **Maintenance – Newly implemented enQuesta Software**

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Maintenance will commence upon deployment of software to the production environment. Maintenance for this contract will commence on 7/1/10 regardless of go-live date.

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## ACCEPTANCE

### ***Acceptance – City of Atlanta Department of Watershed Management***

Accepted by: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

### ***Acceptance - Systems & Software, Inc.***

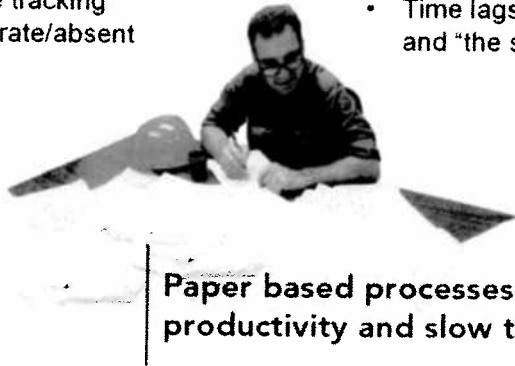
Accepted by: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

## Paper-based Activity Impacts The Industry

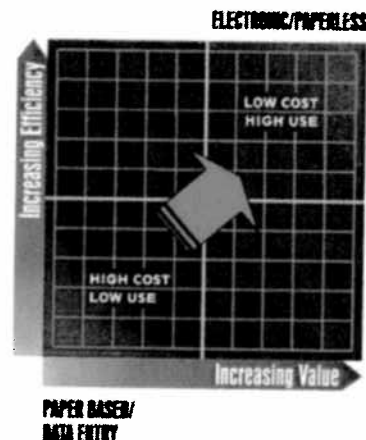
- Completed service orders remain open in system; paperwork is lost
- Labor data “best recollections”
- Meter data is inaccurate
- Failure tracking inaccurate/absent
- Training workers on the system is a challenge
- Workers trek to the office for data entry/ “paper party”
- Ad hoc field work not tracked
- Time lags between reality and “the system”



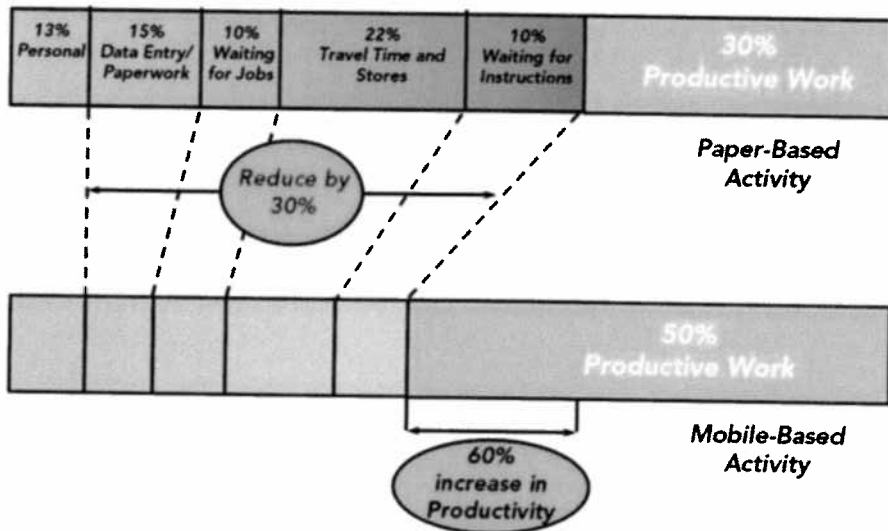
Paper based processes drain productivity and slow the organization

## Mobilizing enQuesta Drives 3 Value Streams

- **Increase productivity** by eliminating paperwork and “terminal time”
- **Improve effectiveness** at the point of performance by giving workers access to information
- **Increase the quantity, quality, and timeliness of data** in enQuesta – which means getting more out of enQuesta



## Measuring The Impact of Paper



## Sample S&S Customer Data: Mobile Investment Annual Time & Cost Savings

Activity	Quantity (per year)	Time Savings / WO	Hourly Rate	Total Savings / Year
Meter Service WO's	59,435	17.2 min	\$15/hr	\$255,570
Investigation WO's	4,200	S.S: 2 min Clerk: 7.5 min	\$18/hr \$10/hr	\$2,520 \$5,250
Sewer Stop WO's	295	20 min on 50% of WO's	\$108/hr	\$5,310
<b>TOTAL</b>				<b>\$268,650</b>



TRANSMITTAL FORM FOR LEGISLATION

TO: MAYOR'S OFFICE

ATTN: GREG PRIDGEON

Dept.'s Legislative Liaison: \_\_\_\_\_ Maisha L. Wood \_\_\_\_\_

Contact Number: \_\_\_\_\_ (404) 330-6887 \_\_\_\_\_

Originating Department: \_\_\_\_\_ Department of Watershed Management \_\_\_\_\_

Committee(s) of Purview: \_\_\_\_\_ City Utilities \_\_\_\_\_

Chief of Staff Deadline: \_\_\_\_\_ September 1, 2009 \_\_\_\_\_

Anticipated Committee Meeting Date(s): \_\_\_\_\_ September 15, 2009 \_\_\_\_\_

Anticipated Full Council Date: \_\_\_\_\_ September 21, 2009 \_\_\_\_\_

Legislative Counsel's Signature: \_\_\_\_\_

Commissioner Signature: \_\_\_\_\_

Chief Procurement Officer Signature: \_\_\_\_\_

**CAPTION**

A RESOLUTION AUTHORIZING THE MAYOR TO ENTER INTO AMENDMENT AGREEMENT NO. 8 FOR FC-6004007863, CUSTOMER INFORMATION AND BILLING SYSTEM AND OFF-SITE BILLING SERVICES, WITH SYSTEMS AND SOFTWARE, INC. ("S&S") FOR MOBILE DEVICES TO INCREASE FUNCTIONALITY FOR THE BILLING AND INSPECTION DIVISION TO AUTOMATE THE WORK ORDER PROCESS ON BEHALF OF THE DEPARTMENT OF WATERSHED MANAGEMENT TO INCREASE FUNDING IN AN AMOUNT NOT TO EXCEED THREE HUNDRED FIVE THOUSAND DOLLARS AND NO CENTS (\$305,000.00); ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM 5051 (WATER AND WASTEWATER RENEWAL FUND) 170506 (DWM TECHNICAL SUPPORT) 5212001 (CONSULTING/PROFESSIONAL SERVICES) 1535000 (DATA PROCESSING/MANAGEMENT INFORMATION/ADDITIONAL LICENSES); AND FOR OTHER PURPOSES.

FINANCIAL IMPACT (if any): \$305,000.00

Mayor's Staff Only

Received by CPO: \_\_\_\_\_ Received by LC from CPO: \_\_\_\_\_  
(date) 9/1/09 (date)

Received by Mayor's Office: \_\_\_\_\_ Reviewed by: \_\_\_\_\_  
(date) (date)

Submitted to Council: \_\_\_\_\_  
(date)